



**PROVIDER REPORT
FOR
BERKSHIRE HILLS MUSIC
ACADEMY
48 Woodbridge St
South Hadley, MA 01075**

January 11, 2023

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider BERKSHIRE HILLS MUSIC ACADEMY

Review Dates 12/5/2022 - 12/9/2022

Service Enhancement Meeting Date 12/28/2022

Survey Team Denise Barci
Andrea Comeau (TL)
Melanie Hutchison
Eric Lunden

Citizen Volunteers

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	3 location(s) 7 audit (s)	Full Review	67/76 2 Year License 12/28/2022 - 12/28/2024		65 / 67 Certified 12/28/2022 - 12/28/2024
Residential Services	1 location(s) 3 audit (s)			Full Review	19 / 20
Placement Services	1 location(s) 2 audit (s)			Full Review	20 / 20
Individual Home Supports	1 location(s) 2 audit (s)			Full Review	20 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	1 location(s) 14 audit (s)	Full Review	53/60 2 Year License 12/28/2022 - 12/28/2024		40 / 41 Certified 12/28/2022 - 12/28/2024
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	15 / 15
Employment Support Services	0 location(s) 7 audit (s)			Full Review	19 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Berkshire Hills Music Academy (BHMA), located in South Hadley, is a non-profit organization that provides residential, day and employment supports to individuals with intellectual and developmental disabilities. BHMA operates as a post-secondary school offering individuals opportunities to explore music and performance arts as well as expand on functional academics and independent living skills. Services subject to the DDS licensure and certification include twenty-four-hour residential supports, placement services, individual home supports, employment supports, and community-based day services.

The scope of this survey was a full licensure and certification review. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site.

As an organization, BHMA demonstrated success in meeting licensure requirements for services and supports in the areas of healthcare coordination, promotion of human rights, skill acquisition, and workforce competency. BHMA demonstrated effective oversight of individuals' healthcare across day and residential service types. It was found that individuals received healthcare services, including specialties and preventative healthcare screenings, in accordance with their ongoing health conditions. Oversight of scheduled appointments and treatment recommendations occurred by the agency's nurse. Pertinent information about special dietary requirements and protocols for management of significant health conditions was shared with staff across service locations to ensure continuity of knowledge and support. Staff were also found knowledgeable of how to respond to ongoing and episodic health conditions as well as each individual's unique support needs. In addition, medication was administered in compliance with Medication Administration Program (MAP) policies. To ensure consistency, MAP procedures were regularly audited by agency's nurse and MAP assistant.

The agency's system for promoting and protecting the rights of individuals was another identified area of strength. Training in human rights and DPCC occurred annually for individuals, and guardians and families received relevant information on individuals' human rights. The human rights committee met regularly and maintained consistent attendance of members with required expertise. Additionally, interviews with individuals confirmed that they understood their rights and knew who to talk to if they had concerns or grievances.

Survey findings showed individuals were engaged in activities that promoted skill acquisition across all service types and the use of assistive technology was encouraged to further independence. Examples of assistive technology included the use of pictorial personal hygiene tasks to self-monitor daily routines, braille and screen readers (JAWS) for individuals with visual impairments, and the use of the "Pictello" application on tablets which provided step-by-step instruction in a variety of areas. Staff were knowledgeable about the use of the various technologies and applications, and the individuals were supported in their use.

Among areas of individualized support subject to certification, the team found that individual choice and control was consistently supported. Individuals had input into their daily schedule as well as what and with whom they wanted to eat. They were involved in the development of individualized plans and goals, which were geared towards maximizing their potential in music and the arts. Individuals had choice in how to spend their free time and staff supported them to maintain contact with friends and family. Surveyors also found individuals were integrated into their greater community and had developed relationships by attending local events as well as performing at many of the local establishments. The agency's focus on supporting and enhancing personal relationships through individualized education and support was an additional area of strength. The agency offered

classes focused on basic education in human sexuality as well as women's groups, men's groups, and couples counselling to enable individuals to make informed choices in forming adult relationships.

In addition to the positive findings outlined above, there were some licensing indicators identified as areas needing improvement. To ensure individuals' health and safety, the agency needs to ensure that water temperature in residential bathroom sinks and showers is maintained within the required range; emergency fact sheets must be current and present onsite; and Health Care Records must include current medical information. For both residential and day services, incident reports as well as required ISP assessments and provider support strategies must be submitted to DDS within the established timelines. Medication treatment plans for administering behavior modifying medication must address all required components. Additionally, authorization from healthcare professionals is needed for an individual's use of supportive and protective equipment and all staff must be trained on the use and care of the device.

Survey findings also identified areas within certification domains that would benefit from further attention. Homes where residential and individual home supports are provided need to blend in with and be a natural part of the surrounding neighborhood. Lastly, for employment supports, the agency will need to ensure individuals are supported to understand their rights and benefits as an employee, more specifically how their wages are calculated.

As a result of this review, Berkshire Hills Music Academy will receive a Two-Year License for its Residential and Individual Home Supports service group with a service group score of 88% and a Two-Year License for its Employment and Day Support services also with a service group score of 88% of licensure indicators met. Both service groups are Certified with an overall score of 97% for Residential and Individual Home Supports and a score of 98% for Employment and Day Supports. Follow-up will be conducted by OQE within 60 days on all licensing indicators that received a rating of Not Met in the Residential and Individual Home Supports service group as well as Employment and Day Supports service group.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	59/68	9/68	
Residential Services Individual Home Supports Placement Services			
Critical Indicators	8/8	0/8	
Total	67/76	9/76	88%
2 Year License			
# indicators for 60 Day Follow-up		9	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	45/52	7/52	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	53/60	7/60	88%
2 Year License			
# indicators for 60 Day Follow-up		7	

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	For two individuals, current emergency fact sheets were not onsite. The agency needs to ensure emergency fact sheets are current, accurate and available onsite.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	In two locations, the bathroom water temperature tested above 120 degrees. The agency needs to ensure water temperatures in bathroom sinks and showers are maintained between 110 and 120 degrees F.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L43	The health care record is maintained and updated as required.	The Health Care Record for two individuals were not updated in HCSIS when required. The agency needs to ensure individuals' Health Care Records are accurate and updated in HCSIS within 30 days of receiving a new diagnosis, immunization, or a hospitalization.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For two individuals, authorization was not in place for use of health-related supports and protective equipment, and there were no written instructions for the use and maintenance of the device. When individuals require health-related equipment or devices, the use of these devices must be authorized by a licensed medical professional. This authorization must include instructions for applying and using the device, as well as instructions for the care and cleaning of the device, including frequency of safety checks.
L63	Medication treatment plans are in written format with required components.	Medication treatment plans developed for four individuals did not address all required components. This included definition of target behaviors, methods of data collection, and clinical criteria for adjusting the medication. In addition, there was not a written treatment plan in place for one individual taking a medication prescribed for sleep. The agency needs to ensure that medication treatment plans are developed when individuals are administered behavior modifying medication. These plans must address all required elements, including a clear description of the behaviors targeted for treatment defined in observable, measurable terms, intended methods of data collection, procedures to minimize risks of taking the medication, and clinical criteria for adjusting or discontinuing the medication. In addition, data collection on the medication's effectiveness needs to occur consistently and be shared with the prescriber.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For two of the individuals who used health-related equipment and devices, staff were not trained in the proper use, care, and cleaning of the equipment. The agency needs to ensure that staff are trained and knowledgeable in the use and application of health-related equipment and devices authorized for individuals. This training must include the proper care and cleaning of the device as well as the frequency of conducting safety checks.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three individuals, required ISP assessments had not been submitted to DDS within the required timelines. The agency needs to ensure that required ISP assessments are submitted to DDS within 15 days prior to the ISP.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For two individuals, ISP provider support strategies had not been submitted to DDS within the required timelines. The agency needs to ensure that provider support strategies are submitted to DDS within 15 days prior to the ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	For one residential location, incident reports had not been submitted to DDS within the required timelines. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one individual, use of health-related supports and protective equipment was not authorized and there were no written instructions for the use or maintenance of the device. When individuals require health-related equipment and devices, the use of these devices must be authorized by a licensed medical professional. This authorization must include instructions for applying and using the device, as well as instructions for the care and cleaning of the device including frequency of safety checks.
L63	Medication treatment plans are in written format with required components.	For four individuals, medication treatment plans did not address all required components such as definitions of target behaviors, methods of data collection, and clinical criteria for adjusting the medication. The agency needs to ensure that medication treatment plans address all required elements, including a clear description of the behaviors targeted for treatment defined in observable, measurable terms, intended methods of data collection, procedures to minimize risks of taking the medication, and clinical criteria for adjusting or discontinuing the medication. In addition, data collection on the medication's effectiveness needs to occur consistently and be shared with the prescriber.
L64	Medication treatment plans are reviewed by the required groups.	For two individuals, the medication treatment plan had not been incorporated into the individual's ISP. The agency needs to ensure that medication treatment plans are shared with DDS for incorporation and review by the ISP team.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For one individual who used health-related equipment and devices, staff were not trained in the proper use, care, and cleaning of the equipment. The agency needs to ensure that staff are trained and knowledgeable in the use and application of health-related equipment and devices authorized for individuals. This training must include the proper care and cleaning of the device as well as the frequency of conducting safety checks.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four individuals, required ISP assessments had not been submitted to DDS within the required timelines. The agency needs to ensure that required ISP assessments are submitted to DDS within 15 days prior to the ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For five individuals, ISP provider support strategies had not been submitted to DDS within the required timelines. The agency needs to ensure that provider support strategies are submitted to DDS within 15 days prior to the ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	For one day service location, incident reports had not been submitted to DDS within the required timelines. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	59/61	2/61	
Residential Services	19/20	1/20	
Placement Services	20/20	0/20	
Individual Home Supports	20/21	1/21	
Total	65/67	2/67	97%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	34/35	1/35	
Community Based Day Services	15/15	0/15	
Employment Support Services	19/20	1/20	
Total	40/41	1/41	98%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	The physical setting of the individual home support apartment location did not blend in with the neighborhood. The agency needs to ensure that homes where individual home supports are provided blend in with and are a natural part of the surrounding neighborhood
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	The physical setting of the twenty-four-hour residential service location did not blend in with the neighborhood. The agency needs to ensure that homes where residential supports are provided blend in with and are a natural part of the surrounding neighborhood

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C33	Employee benefits and rights are clearly explained to the individual.	For six individuals, calculation of employee wages was not clearly explained to them. The agency needs to ensure employee benefits and rights are clearly explained to the individual. This would include how an individual's wages are calculated.

MASTER SCORE SHEET LICENSURE

Organizational: BERKSHIRE HILLS MUSIC ACADEMY

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
PE L2	Abuse/neglect reporting	5/5	Met
L3	Immediate Action	4/4	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	8/8	Met
L83	HR training	8/8	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	3/3	2/2	2/2				7/7	Met
L5	Safety Plan	L	1/1	1/1	1/1				3/3	Met
℞ L6	Evacuation	L	1/1	1/1	1/1				3/3	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	3/3	2/2	0/2				5/7	Not Met (71.43%)
L9 (07/21)	Safe use of equipment	I	3/3	2/2					5/5	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
℞ L11	Required inspections	L	1/1	1/1	1/1				3/3	Met
℞ L12	Smoke detectors	L	1/1	1/1	1/1				3/3	Met
℞ L13	Clean location	L	1/1	1/1	1/1				3/3	Met
L14	Site in good repair	L	1/1	1/1	1/1				3/3	Met
L15	Hot water	L	0/1	1/1	0/1				1/3	Not Met (33.33%)
L16	Accessibility	L	1/1		1/1				2/2	Met
L17	Egress at grade	L	1/1		1/1				2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	1/1						1/1	Met
L20	Exit doors	L	1/1						1/1	Met
L21	Safe electrical equipment	L	1/1	1/1	1/1				3/3	Met
L22	Well-maintained appliances	L	1/1	1/1	1/1				3/3	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	1/1		1/1				2/2	Met
L25	Dangerous substances	L	1/1	1/1					2/2	Met
L26	Walkway safety	L	1/1	1/1	1/1				3/3	Met
L28	Flammables	L	1/1	1/1					2/2	Met
L29	Rubbish/combustibles	L	1/1	1/1	1/1				3/3	Met
L30	Protective railings	L	1/1	1/1	1/1				3/3	Met
L31	Communication method	I	3/3	2/2	2/2				7/7	Met
L32	Verbal & written	I	3/3	2/2	2/2				7/7	Met
L33	Physical exam	I	3/3	2/2	1/1				6/6	Met
L34	Dental exam	I	3/3	2/2	2/2				7/7	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L35	Preventive screenings	I	3/3	2/2	2/2				7/7	Met
L36	Recommended tests	I	3/3	2/2	2/2				7/7	Met
L37	Prompt treatment	I	3/3	2/2	2/2				7/7	Met
℞ L38	Physician's orders	I	3/3		1/1				4/4	Met
L39	Dietary requirements	I	2/2						2/2	Met
L40	Nutritional food	L	1/1	1/1					2/2	Met
L41	Healthy diet	L	1/1	1/1	1/1				3/3	Met
L42	Physical activity	L	1/1	1/1	1/1				3/3	Met
L43	Health Care Record	I	3/3	1/2	1/2				5/7	Not Met (71.43%)
L44	MAP registration	L	1/1						1/1	Met
L45	Medication storage	L	1/1						1/1	Met
℞ L46	Med. Administration	I	3/3	1/1					4/4	Met
L47	Self medication	I	1/1	1/1	2/2				4/4	Met
L49	Informed of human rights	I	3/3	2/2	2/2				7/7	Met
L50 (07/21)	Respectful Comm.	I	3/3	2/2	2/2				7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L51	Possessions	I	3/3	2/2	2/2				7/7	Met
L52	Phone calls	I	3/3	2/2	2/2				7/7	Met
L53	Visitation	I	3/3	2/2	2/2				7/7	Met
L54 (07/21)	Privacy	I	3/3	2/2	2/2				7/7	Met
L55	Informed consent	I	3/3	2/2	2/2				7/7	Met
L61	Health protection in ISP	I	0/2						0/2	Not Met (0 %)
L63	Med. treatment plan form	I	0/3	0/1	0/1				0/5	Not Met (0 %)
L64	Med. treatment plan rev.	I	2/2	1/1					3/3	Met
L70	Charges for care calc.	I	3/3	2/2	2/2				7/7	Met
L71	Charges for care appeal	I	3/3	2/2	2/2				7/7	Met
L77	Unique needs training	I	3/3	2/2	2/2				7/7	Met
L80	Symptoms of illness	L	1/1	1/1	1/1				3/3	Met
L81	Medical emergency	L	1/1	1/1	1/1				3/3	Met
L82	Medication admin.	L	1/1						1/1	Met
L84	Health protect. Training	I	0/2						0/2	Not Met (0 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	1/1	1/1	1/1				3/3	Met
L86	Required assessments	I	3/3	1/2	0/2				4/7	Not Met (57.14%)
L87	Support strategies	I	3/3	2/2	0/2				5/7	Not Met (71.43%)
L88	Strategies implemented	I	3/3	2/2	2/2				7/7	Met
L90	Personal space/bedroom privacy	I	3/3	2/2	2/2				7/7	Met
L91	Incident management	L	1/1	1/1	0/1				2/3	Not Met (66.67%)
L93 (05/22)	Emergency back-up plans	I	3/3	2/2	2/2				7/7	Met
L94 (05/22)	Assistive technology	I	3/3	2/2	2/2				7/7	Met
L96 (05/22)	Staff training in devices and applications	I	3/3	2/2	2/2				7/7	Met
#Std. Met/# 68 Indicator									59/68	
Total Score									67/76	
									88.16%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7		7/7	14/14	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	6/7		5/6	11/13	Met (84.62 %)
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	Met
L10	Reduce risk interventions	I	1/1			1/1	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I	7/7		7/7	14/14	Met
L32	Verbal & written	I	7/7		7/7	14/14	Met
L37	Prompt treatment	I	7/7		7/7	14/14	Met
℞ L38	Physician's orders	I	2/2		7/7	9/9	Met
L39	Dietary requirements	I	1/1		4/4	5/5	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I	3/3		7/7	10/10	Met
L49	Informed of human rights	I	7/7		7/7	14/14	Met
L50 (07/21)	Respectful Comm.	I	7/7		7/7	14/14	Met
L51	Possessions	I	7/7		7/7	14/14	Met
L52	Phone calls	I	7/7		7/7	14/14	Met
L54 (07/21)	Privacy	I	7/7		7/7	14/14	Met
L55	Informed consent	I	7/7		5/5	12/12	Met
L61	Health protection in ISP	I			0/1	0/1	Not Met (0 %)
L63	Med. treatment plan form	I	0/1		0/3	0/4	Not Met (0 %)
L64	Med. treatment plan rev.	I	1/1		0/2	1/3	Not Met (33.33 %)
L77	Unique needs training	I	7/7		7/7	14/14	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
℞ L82	Medication admin.	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L84	Health protect. Training	I			0/1	0/1	Not Met (0 %)
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I	4/7		3/4	7/11	Not Met (63.64 %)
L87	Support strategies	I	4/7		2/4	6/11	Not Met (54.55 %)
L88	Strategies implemented	I	7/7		7/7	14/14	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	7/7		7/7	14/14	Met
L94 (05/22)	Assistive technology	I	7/7		7/7	14/14	Met
L96 (05/22)	Staff training in devices and applications	I	7/7		7/7	14/14	Met
#Std. Met/# 52 Indicator						45/52	
Total Score						53/60	
						88.33%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	0/1	Not Met (0 %)
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	0/1	Not Met (0 %)
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	5/5	Met
C39 (07/21)	Support needs for employment	5/5	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	7/7	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C23	Assess skills & training needs	7/7	Met
C24	Job goals & support needs plan	7/7	Met
C25	Skill development	7/7	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	7/7	Met
C29	Support to obtain employment	7/7	Met
C30	Work in integrated settings	7/7	Met
C31	Job accommodations	7/7	Met
C32	At least minimum wages earned	7/7	Met
C33	Employee benefits explained	1/7	Not Met (14.29 %)
C34	Support to promote success	7/7	Met
C35	Feedback on job performance	7/7	Met
C36	Supports to enhance retention	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met